



REPRESENTATIVE SAMPLE

Automation Workflow Sample

Example of a governed automation design for intake, routing, approvals, exception handling, and AI-assisted processing.

This deck is a public-facing sample. No client-confidential data is included. Prepared by MVP.dev for operations and technical leadership audiences.

Where Workflow Friction Lives

Most operations teams lose hours daily to manual work that should never require human attention. Four failure points account for the majority of delay and dropped work.

Repetitive Intake

Requests arrive via email, form, and chat — each requiring manual data entry, deduplication, and triage before any real work begins.

Manual Routing

Assignment logic lives in people's heads. Work is forwarded by reply-all, causing delays, misrouting, and accountability gaps.

Inbox Approvals

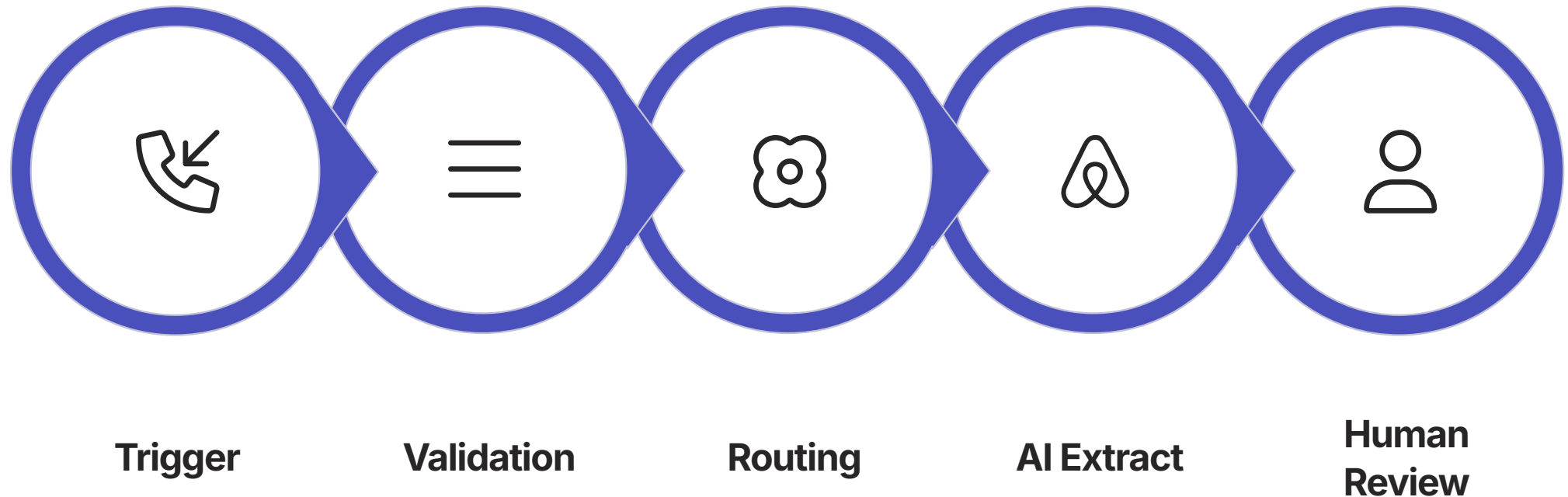
Approvals buried in email threads have no SLA, no audit trail, and no escalation path — creating invisible bottlenecks at every stage.

Exception Failures

Edge cases are handled ad hoc. Without a defined exception path, requests stall silently or are dropped entirely under volume pressure.

Proposed Automation Flow

A governed, end-to-end automation design that moves requests from intake to resolution — with structured human touchpoints at every critical juncture.



Each stage is independently observable and configurable. Human review is enforced by rule — not by convention — ensuring consistent governance without adding operational overhead.

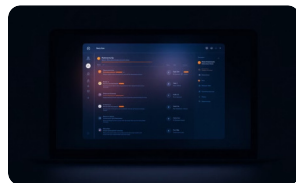
Core Automation Views

Four operational views give teams complete visibility into flow state, exception queues, AI decisions, and live automation status.



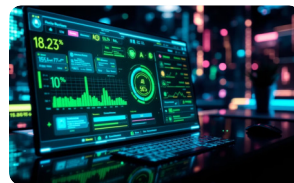
Workflow Map

End-to-end visual of every active request, its current stage, owner, and elapsed time — updated in real time.



Exception Queue

Centralized view of all flagged requests. Priority-ranked, with owner assignment and resolution deadline visible at a glance.



AI Review State

Displays AI classification confidence, extracted fields, and human-override decisions. Full audit trail per case.



Automation Status Dashboard

Live KPIs: throughput, SLA compliance, exception rate, and escalation frequency — scoped by team, workflow, or time range.

Governance & Safeguards

Automation without governance creates new risk. Every stage in this design includes defined controls, traceable decisions, and human override capability.

Human Review Rules

Defined thresholds trigger mandatory human review — low AI confidence, high-value requests, or first-time submitters are never auto-approved.

Fallback Handling

If automation fails or a step times out, the request is automatically routed to a human queue — no silent drops, no lost work.

Immutable Logging

Every action — automated or manual — is logged with timestamp, actor, and decision rationale. Audit-ready by default.

Escalation Ownership

Each escalation path has a named owner and a defined SLA. Unresolved escalations surface in the dashboard and trigger alerts.

What This Delivers

Governed automation produces measurable, compounding gains across throughput, quality, and team capacity — without requiring headcount increases.

70%

Less Manual Work

Intake, routing, and status updates fully automated — freeing teams for higher-judgment tasks.

3×

Faster Turnaround

Requests that took days in email queues resolve in hours with structured routing and clear SLAs.

~0

Dropped Requests

Fallback handling and exception queues ensure every request reaches resolution or escalation — nothing disappears.

100%

Full Observability

Every action is logged. Leaders see live throughput, exception rates, and SLA compliance in one dashboard.

📄 This sample workflow is configurable to your existing systems, approval chains, and compliance requirements. MVP.dev deploys production-ready automation in weeks, not quarters.